

A. TERMS OF USE

1. Applicability

Every visit to the site of UNILIN BV is subject to its general terms, including the following special terms.

By using this site, my.unilin.com, you signify your agreement to the following terms of use. If you do not agree to these terms of use, please do not use this site. These terms of use only apply to the use of this website and are, under no condition, applicable on the sale and delivery of goods by UNILIN BV. If you violate these terms of use or if you use this site for unlawful and illegal purposes, UNILIN BV can revoke your access without any notice. UNILIN BV reserves the right to update or revise these terms at any time. You should check the terms periodically for changes. You can review the most current version of the terms at the start page. If, as to particular by these terms governed subjects, deviations are allowed, these terms shall be applicable in all other respects. Deviations are never applicable for more than one assignment, except in the case of written confirmation.

2. Description of service

The site "my.unilin.com" offers users the possibility to look up products of UNILIN BV and group them with a view to an order. You can, according a detailed catalogue, select the chosen products en load them into your cart. With a search engine you quickly find anything you need. Furthermore, you can easily consult the accessories that go with the product. The system will help you to optimise your order. Besides, with statistics you can check what you have ordered and at what time you have submitted which order. This way you have a handy survey.

3. Offer without commitment

The disposal of facts by UNILIN BV on this site can by no means be considered by the user as a binding offer from UNILIN BV for the sale of goods. An agreement concerning the sale of goods by UNILIN BV will only become effective by the written order confirmation from UNILIN BV to the customer, on the customary order confirmation forms, from which the content will be binding for both parties and will set out their obligations towards each other, without prejudice to the applicability of these terms.

4. Your registration obligation accurate information

In consideration of your use of the service, you explicitly agree to provide true, accurate, current and complete information about yourself and to inform UNILIN BV immediately in case of possible changes. suspension UNILIN BV has the right to suspend or terminate your registration and/or the use of the service, if it has grounds to suspect that the submitted information is untrue, inaccurate, not current or incomplete.

5. Password and security access

Code and password

As part of the registration process, you will receive an access code and matching password. You are responsible for maintaining the confidentiality of the access code and password, so that only those, whose names are beforehand known by UNILIN BV, have knowledge of this password. Any use of these identification elements is on your sole responsibility. You are responsible for the proper exit from your account at the end of each session.

Notification requirement

You agree to immediately notify UNILIN BV of any unauthorized use of your password or any other breach of security, or when you have reason to assume your access code and/or password are being used unauthorized. You have to confirm this notification by registered mail. Lapse of password Your password lapses when you do not make any use of the service of this website to order goods of UNILIN BV during six months. Possibly, UNILIN BV can consider a new registration necessary.

Unlawful practices

You are not allowed to use the service of UNILIN BV for unlawful, political or discriminating purposes.

- You agree to respect the current laws when you submit material through the site of UNILIN BV. It is prohibited to submit unlawful, abusive, obscene, harassing information, incompatible with public order and/or good morals, invading another's privacy or inciting to racial discrimination or xenophobia;
- You agree not to submit or post any unsolicited mail;
- It is strictly prohibited to "hack" the site of UNILIN BV or any other system that is available on or through the Internet;
- The provisions of the Law of 28th November 2000 on Information Crime are applicable.

You agree not to use the service of UNILIN BV for any act that results in:

- illegal entrance to data of linked networks; - affecting the proper functioning of UNILIN BV or her site or endangering the use or capacity of the operations for other users;
- harming or destroying the integrity of computer data. In case of unlawful use of this site, UNILIN BV reserves the right to terminate your access to this site, without any notice. UNILIN BV can not be held liable for infringements by use of this service by third parties or users. UNILIN BV invites its users to report any unlawful content which may be available on its site, in order to allow UNILIN BV to take the necessary and appropriate measures to delete this information or make it inaccessible.

Use of "cookies"

UNILIN BV can make use of "cookies", little parts containing information, which are being stored on the hard disk of the user, in order to simplify the use of this site. For instance, "cookies" can be used to fix a choice of language. The use of "cookies" is commonly accepted by users. If you should prefer not to accept "cookies", you can eliminate this by adapting the preferences of your browser. However, in that case, UNILIN BV can not guarantee the proper functioning of this site.

6. Limitation of liability own risk

Your use of the service of UNILIN BV is at your sole risk. UNILIN BV makes no warranty, whether explicit or implied, relating to the proper functioning of this site, the information, the contents, the materials or the products, including the prices, which are presented on this site. no warranty of failure, interruptions, errors,... Although UNILIN BV takes care over the layout and the use of this site, the data could contain technical mistakes or mistakes concerning content or typographical errors. The use of the site could be temporarily interrupted or suspended.

This site is provided by UNILIN BV on an "As is" and "As available" basis. UNILIN BV makes no warranty in relation to accuracy, completeness or suitability of the information for any use whatsoever, nor in relation to the permanent availability of the site. The user can pass through or communicate the necessary information at any time to UNILIN BV through conventional channels, like fax, telephone, letter,...

The information on the website can be out of date. UNILIN BV makes no commitment to keep the information updated at any time. Failure, interruptions or mistakes in the electronic supply of the service do not entitle the user to any financial compensation. UNILIN BV reserves the right to make changes to the layout, content of her service and/or website, without notice. Any temporary delay or suspension of activities caused by these adjustments, does not entitle the user to claim damages, direct or indirect. UNILIN BV does not warrant that the available service is the most recent version. UNILIN BV assumes no responsibility and shall accept no liability for any decision or act, which the user should have taken, based on the information or data. Neither shall UNILIN BV be liable for mistakes and errors or, towards the users or third parties, for any direct, indirect, incidental damage, lost profits, loss of opportunity or any other damage, arising out of negligence or oblivion in providing, compiling, installing, writing, interpreting, announcing and spreading information or data through this service, even when UNILIN BV was warned for such damage.

In case some jurisdictions do not allow this exclusion of warranty or limitations of liability, the liability of UNILIN BV would be limited to the fullest extent permitted by law. no warranty of viruses and other damage UNILIN BV assumes no

responsibility and shall accept no liability for damage and viruses that may effect your computer equipment arising out of your use of or access to this service. UNILIN BV commits itself to act with the greatest possible care, in order to prevent that this site would be affected by viruses or other damaging elements, of which nature whatsoever. hyperlinks This site can contain links to third party websites. UNILIN BV has no control over such sites or the information they contain. You acknowledge and agree that UNILIN BV is not responsible for the content or quality of these websites. A link does not necessarily mean that UNILIN BV cooperates or that UNILIN BV approves the information on these sites.

7. Downloading material

UNILIN BV gives you the permission to download and print certain material, under the following cumulative conditions:

- You can only download and/or print material for which UNILIN BV gives you her explicit approval;
- You agree to not modify or adjust the material in any way;
- You agree to not modify or omit in any way the signs of intellectual proprietary rights of UNILIN BV (like trademarks or patents);
- UNILIN BV reserves the right at any time to refuse downloading or printing of material, without notice;
- You only receive a temporary user's right on this service. This right can not be considered an assignment of rights.

8. Intellectual proprietary rights

Copyrights

You acknowledge explicitly that all content and materials available on this site are the property of UNILIN BV. This website, as well as the content, logos, images and other items, and their selection and design are protected under copyright. Any copy, modification, adjustment or every other method of use or exploitation of the entire or part of this site, under any way and no matter how, is strictly prohibited, except in the case of prior written consent of UNILIN BV. Likewise, it is strictly prohibited to save this information electronically or use it for unlawful purposes.

Trademark information

The trademarks, logos and other marks that are being used on this site, are trademarks and/or trade names which are legally protected. The permission to use this website does not license you to use the marks or names appearing on this site. Any use of these or similar marks or names is strictly prohibited without the prior written consent of the rightful owner. In case of copyright or trademark infringement, UNILIN BV reserves the right to institute civil or criminal proceedings.

9. Privacy policy

Collecting information

UNILIN BV collects personal information in the context of registration on the site. This information shall be stored to guarantee the proper functioning of the service, to optimise it by analysis and to gear the service better to the needs of the user. The submitted information can be used by UNILIN BV for marketing purposes. If you wish that the information will not be used in the way, as been mentioned above, you are free to refuse by highlighting the provided indication during the registration process.

Right of inspection and correction

Every user, who proves his identity, is authorized to gain access to his personal file and to make corrections, with prior dated and signed written request. modification and notification of this policy UNILIN BV reserves the right at any time to modify the terms of the current privacy policy, on notice to the customer by website or e-mail.

10. Choice of law and forum

Applicable law

This site is being controlled from the registered office of UNILIN BV at WIELSBEKE (BELGIUM). Therefore, these terms are governed by the laws of Belgium.

Jurisdiction

Any dispute, that arises from or is connected to the use of this site or one of the linked sites, is submitted to the exclusive jurisdiction of the courts of the judicial district of KORTRIJK. However, UNILIN BV reserves the right to apply to the competent court, in accordance with article 624 of the J.C., if it would wish to do so. By using this site, the user submits himself to the jurisdiction of these courts, and he renounces his right to object to this jurisdiction or place of trial.

Invalid term

If any of these terms would be considered invalid or inapplicable, this invalid or void term will be considered replaced by a valid and applicable term, of which the content will approach the original term as close as possible. All other terms will remain valid.

Sole agreement

This agreement contains the only and complete agreement between UNILIN BV and the user in relation to the use of the website. It cancels and replaces all prior drafts and propositions, oral, written or electronic, concerning this site.

B. GENERAL TERMS AND CONDITIONS Unilin Czechia s.r.o. ("the supplier") – version September 2023

1. Unless otherwise agreed in writing between the parties, these general terms and conditions apply to each offer, each quotation and each order confirmation from the supplier and to each agreement between the customer and the supplier. The supplier may decide at its discretion whether or not to accept an order from the customer. Only an express, written order confirmation from the supplier creates an agreement between the parties, and the customer has no right to delivery of the relevant products in the absence of such an express, written order confirmation. 2. By accepting the order confirmation, either through an express written confirmation or implicitly due to a lack of protest from the customer within three days after receiving the order confirmation, the customer declares its agreement with the content and applicability of these general terms and conditions and the language in which they are drawn up, it acknowledges having taken note of them, and expressly waives the application of its own general terms and conditions. Deviating clauses or conditions only apply to the supplier if the supplier has explicitly accepted them in writing. If, in addition to the English version of the general terms and conditions, the customer also received a version in another language, the English version will be considered as the authentic one and shall have priority in the event of disputes about the interpretation.

3. The supplier may change the current general terms and conditions at any time in a reasonable extent, and such amended conditions will apply thirty (30) calendar days after the notification of this new version to the customer. If a customer does not agree with such unilateral change of the general terms and conditions and they are to the detriment of the customer, the customer is entitled to terminate the agreement in writing within the abovementioned thirty (30) day period. The failure or delay by the supplier to invoke any of its rights can under no circumstances be regarded as a waiver of any right, since such a waiver must be explicitly confirmed in writing.

4. The cancellation of a confirmed order by the customer is only possible with the express prior consent of the supplier. In the event of cancellation, the supplier is always entitled, without prior notice of default, to a lump sum compensation of 25% of the price of the order, without prejudice to the supplier's right to claim higher compensation in the form of damages if the actual damage suffered is higher. If the order has already been produced and/or the goods are custom-made for the customer, the supplier will be entitled to a lump sum compensation of 70% of the price of the order, without

prejudice to the supplier's right to claim higher compensation in the form of damages if the actual damage suffered is higher. The customer is entitled to cancel a confirmed order only pursuant to the provisions of these general terms and conditions. Statutory provisions regarding termination and withdrawal from agreements are hereby excluded to the largest extent permitted under applicable law.

5. Delivery takes place in accordance with the applicable Incoterm as stated in the order confirmation (according to the most recent version of the Incoterms as determined by the ICC) and, if applicable, by the supplier at a delivery address or on location. In the absence of an Incoterm being mentioned in the order confirmation, the delivery is FCA. It is the responsibility of the customer to ensure that the delivery location is in good condition and suitable as a delivery location. If a customer's representative is not present at the agreed delivery address and/or time, or if delivery is not possible for reasons on the customer's side, the supplier has the right to charge the customer for the delivery and storage costs for those goods, without prejudice to the right of the supplier to claim higher compensation in the form of damages if the actual damage suffered is higher. Deliveries of the goods in different parts and tolerances of up to 10% on ordered volumes are possible and cannot give rise to complaints. The delivery times stated, even in an order confirmation are always indicative and given in good faith, but are not binding. A late delivery does not entitle the customer to any compensation or cancellation of the order. The customer shall confirm delivery of the goods by signing and stamping the delivery note.

6. The supplier shall comply at any time with article 45a (Exemptions for intraCommunity transactions) of EU Regulation no. 282/2011 to the extent applicable. The customer shall promptly provide all relevant proof required to enable the supplier to comply with the abovementioned legislation.

7. The risk of loss and damage to the goods is transferred to the customer in accordance with the Incoterm as stated in the order confirmation, or the Incoterm that applies in accordance with Article 5 of these general terms and conditions. The delivered goods remain the property of the supplier until full payment by the customer of any amounts due of whatever kind. As long as payment has not been made in full, the customer cannot resell them or use them as collateral. In the event that the customer does not pay for the delivered goods on time and correctly, the supplier can immediately reclaim all goods, without judicial intervention and without further notice of default. The customer must make such goods available immediately at the registered office of the supplier

8. The customer or person acting on its behalf must check the nature, quantity and proper condition of the goods upon

receipt. Any shortage, non-conformity with respect to the order or product specifications or any other visible defects must be reported immediately on the delivery documents or at the latest three (3) working days after delivery, under penalty of expiry of right of recourse. The condition of the goods must be carefully verified again before installation or processing. If the customer does not carry out the installation itself, it will impose this control on its customers or the installer it being understood that the absence of verification or a faulty verification by the relevant parties shall always be the responsibility of the customer. The use and processing of the goods by the customer implies acceptance of the goods. Under no circumstances will the supplier be liable for damage caused by the installation of goods with visible defects, colour deviations compared to the supplier's catalogues, samples or marketing material, damage due to the actions of the customer or due to not accurately following the supplier's instructions.

9. In the absence of specification in the matter, the usual quality present on the market applies. Unless explicitly agreed otherwise between the parties, the supplier is not deemed to have knowledge of or take into account the specific application that the customer will make of the goods or purpose for which they are intended, and the supplier therefore cannot be held liable for this. Only the customer is liable for the specific use that it makes of the purchased goods and/or the suitability of the goods for the purpose for which it uses these goods or intends to use them.

10. The customer must report all complaints due to hidden defects, under penalty of expiry of its rights, by registered letter within three (3) working days after discovery and in any case within twelve (12) months after delivery. This notification must contain a detailed description of the defect. This provision is without prejudice to the rights under any commercial warranty (in accordance with the applicable warranty conditions and only if expressly agreed). In any case, the supplier can only be held liable for defects in the goods if the technical requirements, processing instructions, installation instructions and maintenance guidelines of the supplier have been correctly observed.

11. The supplier is in no way liable if damage is caused that is due not only to a defect in the product but also due to an error or negligence on the part of the customer or of a person for whom the customer is responsible. In the event that a complaint for defective goods was reported to the supplier in time and in accordance with article 9, the supplier has the right to decide – at its own discretion – to replace the goods with the hidden defects, to reduce the purchase price, or to take back the goods and repay the purchase price, without this leading to additional compensation. No return shipment can take place without the written permission of the supplier. Such permission is not an acknowledgement of liability by the supplier.

12. Any complaint of any kind does not suspend the payment obligations and does not authorise the customer to refuse delivery for goods that are not the subject of the complaint. Except in the case of wilful misconduct, fraud or deceit, the supplier is in no way liable for and the supplier cannot be obliged to compensate the customer for any form of immaterial, indirect or consequential damage, including but not limited to loss of profit, loss of revenue, loss of income, production loss or production downtime, administration or personnel costs, an increase in general costs, missed opportunities, loss of clientele or any claims from third parties (including customers of the customer). The total liability of the supplier per claim is limited to the invoice value of the defective delivery, except in the case of intent, fraud or deceit. The limitation and exclusion of liability included in this Article 11 also applies in the event of a gross negligence on the part of the supplier.

13. Stated prices are always expressed in Czech crown. Transport costs, storage costs, insurance costs etc. are not included in the price unless otherwise determined by the applicable Incoterm.

14. All fees, duties, taxes and/or levies of any nature whatsoever that relate to the delivered goods or the delivery or transport thereof and the services provided, including new fees, duties, taxes and/or levies that would be introduced or would become applicable after entering into the agreement, are entirely at the expense of the customer, unless otherwise agreed by the parties. The supplier has the right to pass on all fees, duties, taxes and/or levies to the customer.

15. Orders are invoiced at the prices and conditions as stated in the order confirmation, unless agreed otherwise between the parties. The supplier expressly reserves the right to increase the agreed price, even after the date of the order confirmation, due to a price increase in one or more elements of the production or logistics chain and/or in the event of a price increase in the (raw) materials required for the products, subject to prior notice to the customer.

16. The supplier has the right to only issue the invoices electronically. The customer has the right to request a paper invoice from the supplier in writing. The supplier will make the electronic invoices available on an internet platform of the supplier or will send them by e-mail to the customer, at the option of the customer. The supplier guarantees the authenticity of the origin and the integrity of the electronic invoices issued, as well as the legibility thereof. The customer explicitly accepts the probative value of these invoices. Each invoice is payable at the location, time and under the conditions stated on the invoice. The stated payment term, as well as any shorter payment term that would give right to a discount, always has the invoice date as the reference point. Any dispute with regard to an invoice must, under penalty of inadmissibility,

arrive at the registered office of the supplier within fourteen (14) days after the invoice date. Any amount that remains unpaid on the due date will, by virtue of law and without prior notice of default, be subject to late payment interest at the statutory rate. In addition, in the aforementioned case, a lump sum compensation for extrajudicial collection costs of ten (10) percent of the outstanding amount, with a minimum of one hundred and twenty five euros (EUR 125) per invoice, shall be due immediately and without prior notice of default by the customer to the supplier, even if a grace period has been granted, without prejudice to the supplier's right to claim higher compensation in the form of damages if its actual damage is higher. In the case of non-payment of an invoice by the due date, all other not yet overdue claims of the supplier against the customer shall automatically become payable, without prior notice. If the customer fails to fulfil its obligations, including payment for the goods and services, the supplier reserves the right to suspend the execution/production/delivery of all current orders without judicial intervention and without prior notice of default, or to dissolve the agreement without the right to compensation on the part of the customer, but without prejudice to other rights that the supplier has, including the right to obtain compensation for damages from the customer.

17. Unilateral setoff on the part of the customer is explicitly excluded. The supplier is entitled to offset all claims against the customer against any of its outstanding debts of the same nature, and irrespective of whether these debts are due and payable. The current provision and this possibility are also valid and enforceable in the event of insolvency, dissolution, judicial reorganisation or bankruptcy on behalf of the customer to the largest extent permitted under applicable law

8. The customer or person acting on its behalf must check the nature, quantity and proper condition of the goods upon receipt. Any shortage, non-conformity with respect to the order or product specifications or any other visible defects must be reported immediately on the delivery documents or at the latest three (3) working days after delivery, under penalty of expiry of right of recourse. The condition of the goods must be carefully verified again before installation or processing. If the customer does not carry out the installation itself, it will impose this control on its customers or the installer it being understood that the absence of verification or a faulty verification by the relevant parties shall always be the responsibility of the customer. The use and processing of the goods by the customer implies acceptance of the goods. Under no circumstances will the supplier be liable for damage caused by the installation of goods with visible defects, colour deviations compared to the supplier's catalogues, samples or marketing material, damage due to the actions of the customer or due to not accurately following the supplier's instructions.

9. In the absence of specification in the matter, the usual quality present on the market applies. Unless explicitly agreed otherwise between the parties, the supplier is not deemed to have knowledge of or take into account the specific application that the customer will make of the goods or purpose for which they are intended, and the supplier therefore cannot be held liable for this. Only the customer is liable for the specific use that it makes of the purchased goods and/or the suitability of the goods for the purpose for which it uses these goods or intends to use them.

10. The customer must report all complaints due to hidden defects, under penalty of expiry of its rights, by registered letter within three (3) working days after discovery and in any case within twelve (12) months after delivery. This notification must contain a detailed description of the defect. This provision is without prejudice to the rights under any commercial warranty (in accordance with the applicable warranty conditions and only if expressly agreed). In any case, the supplier can only be held liable for defects in the goods if the technical requirements, processing instructions, installation instructions and maintenance guidelines of the supplier have been correctly observed.

11. The supplier is in no way liable if damage is caused that is due not only to a defect in the product but also due to an error or negligence on the part of the customer or of a person for whom the customer is responsible. In the event that a complaint for defective goods was reported to the supplier in time and in accordance with article 9, the supplier has the right to decide – at its own discretion – to replace the goods with the hidden defects, to reduce the purchase price, or to take back the goods and repay the purchase price, without this leading to additional compensation. No return shipment can take place without the written permission of the supplier. Such permission is not an acknowledgement of liability by the supplier.

12. Any complaint of any kind does not suspend the payment obligations and does not authorise the customer to refuse delivery for goods that are not the subject of the complaint. Except in the case of wilful misconduct, fraud or deceit, the supplier is in no way liable for and the supplier cannot be obliged to compensate the customer for any form of immaterial, indirect or consequential damage, including but not limited to loss of profit, loss of revenue, loss of income, production loss or production downtime, administration or personnel costs, an increase in general costs, missed opportunities, loss of clientele or any claims from third parties (including customers of the customer). The total liability of the supplier per claim is limited to the invoice value of the defective delivery, except in the case of intent, fraud or deceit. The limitation and exclusion of liability included in this Article 11 also applies in the event of a gross negligence on the part of the supplier.

13. Stated prices are always expressed in Czech crown. Transport costs, storage costs, insurance costs etc. are not included in the price unless otherwise determined by the applicable Incoterm.

14. All fees, duties, taxes and/or levies of any nature whatsoever that relate to the delivered goods or the delivery or transport thereof and the services provided, including new fees, duties, taxes and/or levies that would be introduced or would become applicable after entering into the agreement, are entirely at the expense of the customer, unless otherwise agreed by the parties. The supplier has the right to pass on all fees, duties, taxes and/or levies to the customer.

15. Orders are invoiced at the prices and conditions as stated in the order confirmation, unless agreed otherwise between the parties. The supplier expressly reserves the right to increase the agreed price, even after the date of the order confirmation, due to a price increase in one or more elements of the production or logistics chain and/or in the event of a price increase in the (raw) materials required for the products, subject to prior notice to the customer.

16. The supplier has the right to only issue the invoices electronically. The customer has the right to request a paper invoice from the supplier in writing. The supplier will make the electronic invoices available on an internet platform of the supplier or will send them by e-mail to the customer, at the option of the customer. The supplier guarantees the authenticity of the origin and the integrity of the electronic invoices issued, as well as the legibility thereof. The customer explicitly accepts the probative value of these invoices. Each invoice is payable at the location, time and under the conditions stated on the invoice. The stated payment term, as well as any shorter payment term that would give right to a discount, always has the invoice date as the reference point. Any dispute with regard to an invoice must, under penalty of inadmissibility, arrive at the registered office of the supplier within fourteen (14) days after the invoice date. Any amount that remains unpaid on the due date will, by virtue of law and without prior notice of default, be subject to late payment interest at the statutory rate. In addition, in the aforementioned case, a lump sum compensation for extrajudicial collection costs of ten (10) percent of the outstanding amount, with a minimum of one hundred and twenty five euros (EUR 125) per invoice, shall be due immediately and without prior notice of default by the customer to the supplier, even if a grace period has been granted, without prejudice to the supplier's right to claim higher compensation in the form of damages if its actual damage is higher. In the case of non-payment of an invoice by the due date, all other not yet overdue claims of the supplier against the customer shall automatically become payable, without prior notice. If the customer fails to fulfil its obligations, including payment for the goods and services, the supplier reserves the right to suspend the

execution/production/delivery of all current orders without judicial intervention and without prior notice of default, or to dissolve the agreement without the right to compensation on the part of the customer, but without prejudice to other rights that the supplier has, including the right to obtain compensation for damages from the customer.

17. Unilateral setoff on the part of the customer is explicitly excluded. The supplier is entitled to offset all claims against the customer against any of its outstanding debts of the same nature, and irrespective of whether these debts are due and payable. The current provision and this possibility are also valid and enforceable in the event of insolvency, dissolution, judicial reorganisation or bankruptcy on behalf of the customer to the largest extent permitted under applicable law.